Setting Up Workstations for New Users

Code CI provides a 3-business-day turnaround and a structured process for setting up:
- Workstations for users new to NASA HQ, and
- Workstations for users who transfer between Codes, either taking their existing workstations with them or requiring "new" workstations

Both of these are considered "new users" because the requirements and process steps are similar.

The 3-day turnaround commitment does *not* include:
- Call-in Services for user moves within the same Code
- SRs for multiple-user moves

Standard workstation, account, and telephone capabilities will be set up **before** the new user reports for work if you give Code CI more than 3 business days advance notice.   See below for more information on what is included in a standard workstation setup.

If less than three days notice is given for a user reporting to work, then the workstation setup will not be completed before the employee arrives. With short notice, the 3-day turnaround commitment applies. The following are required for processing each new user setup request (new to HQ or Code transfer):

- Service Request **and** NASA Headquarters Automated Systems Access Request have been submitted.
- Code Move POC has coordinated with Space Planning to ensure the request is within the HQ housing plan. For Code transfers, this coordination is the responsibility of the "receiving" Code. Space Planning signature indicating approval must be obtained on the SR.

New user SRs received by 8:00 a.m. are reviewed each morning. If the above information is complete, the SR is logged in and the 3-day "clock" begins. If information is missing, the SR is returned to the Code CI Service Manager for coordination with the Code POC to obtain the needed information. When the information is complete, the SR will be reviewed the next morning and logged in.

Please give us as much advance notice as possible on both users new to HQ and Code transfers, so new users will have their workstations ready when they arrive.

How to Request a New-HQ-User Setup or Code Transfer Setup

Setting up or transferring a user requires a signed NASA Headquarters Automated Systems Access Request for the account creation, a Service Request for the workstation and software, and Space Planning approval for the user location and, if applicable, the equipment move. If any of these is missing or incomplete, the process turnaround time will be impacted.

Space Planning (Code CFS) Approval

To ensure that the new or transferring user request is within the NASA HQ housing plan, the authorized Code Move POC must coordinate with Space Planning (Code CSF)prior to the submission of the new user SR.   For users transferring between Codes, coordination with Space Planning is the responsibility of the "receiving" Code.

Code CFS will verify the prior approval of the new user location, and any applicable equipment moves, by signature on the SR form. Code CI will facilitate obtaining signature on the SR form, by delivering new user SRs to Code CFS. If approval was pre-coordinated and approved, Code CFS will return the signed SR to Code CI within one business day. If not approved (i.e., the request is not within the housing plan), Code CFS will notify the applicable Code CI Service Manager and the Code Move POC and/or the Code ADP/T POC. Once issues are resolved with the Code, Space Planning will sign the new user SR and return it to Code CI. It will be reviewed the following morning and logged in, and the 3-day clock will begin.

Coordinating Space Planning approval in advance will minimize delay in setting up a new user workstation.

What Will Be Provided as Standard

The standard new user setup includes the following items. For a Code transfer, the required subset of capabilities or changes is provided.
- Workstation that meets the HQ hardware baseline
- HQ Core Software (Office, Eudora, Meeting Maker, Netscape, etc.)
- HQ Standard Accounts (HSA NT, Eudora, Meeting Maker, home folder, code folder access)
- HQ Standard Telephone and Voice Mail

Additional Non-Standard Requirements

Information on any requirements such as code-specific applications, other above-core applications, additional accounts, non-standard hardware, transfer of data from previous workstation, enhanced telephone, etc., may be documented on the new user SR along with requirements for the standard workstation. These non-standard requirements will be worked concurrently where possible.

Completion dates for new user SRs containing non-standard requirements will be coordinated with the requesters and may extend beyond the 3 days for the standard setup, particularly if a procurement is required. Advance notice will greatly increase the likelihood that user-specific requirements can be satisfied before the user reports for work.

3-Day Period for Short Notice

The 3-day period begins when the Service and confirmation of Space Planning approval is logged into the work control system, normally the morning after it has been submitted. This 3-day period includes getting the approval by the HQ Computer Security Manager. Accounts can be created only after this security approval.

The setup is complete when the workstation and telephone are in place, configured, and tested

Information Required on Service Request

The following information is required on the Service Request to accomplish the setup.

> *[[Note: "New user" refers to both new HQ users and users transferring between Codes.]]*

- **Date the new user reports for work**
- **A contact for further information**
- Name of new user
- New user's work location (room number)
- Does new user require a PC or a Mac?

- Will new user need workstation from reuse pool?   OR
  Will new user take over a workstation already in the Code?   OR
  Will Code procure a workstation (program Codes only. If so, current location of workstation?   ECN for workstation and monitor?

- Existing phone/number to reassign? OR
  New phone/number required?

- If Form 224 is not attached, has it already been submitted?
- Has HQ Space Planning approved the move?
- (For a transfer) Previous Code, location, workstation type (PC or Mac) and ECN

Information Required on Form 224

The following information is required on the Form 224 to create the X.500 entry and accounts, or to update X.500 and the folder access.

[[Note: "New user" refers to both new HQ users and users transferring between Codes.]]

- Name of new user (with correct spelling. Accounts are based on the user's name.)
- New user's work location (room number)
- New user's job title
- New user's HQ organization (mail code)
- (For contractors) New user's company name/address, contract number, date of contract expiration, and COTR's signature
- New user's telephone number (or supervisor's telephone)
- Accounts/folder access that the new user requires
- Signature of New User (First-Line Supervisor or Code POC may sign for new user who has not yet reported for work)
- Signature of First-Line Supervisor

New User Orientation

Code CI now offers a desk-side IT orientation for users who are new to NASA HQ. New user orientation is dependent on the arrival and availability of the new user, and is not included in the 3-day setup commitment. Generally, the CSR who configures the workstation will coordinate with the new user to schedule a time. The orientation provides an overview of the workstation, configured printers, account access, and installed applications, as well as sources for obtaining additional IT information, help with problems, training, and software or services beyond those initially provided for the user. A tip sheet summarizing the covered information will also be given to the new user.